

**Quality and Risk Management**

**SBS MSC**

**Assignment II**

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**GENERAL INSTRUCTIONS**

* All assignments are to be submitted to [examinationboard@atmsedu.org](mailto:examinationboard@atmsedu.org) and cc to [azrafatima@atmsedu.org](mailto:azrafatima@atmsedu.org).
* If assignment is not submitted on date, will follow with penalty of 10% deduction of marks for every day.
* Similarity between students work is strictly not accepted, any student found with similar work will be graded Zero and fail for the course. However, Plagiarism is an academic offence and will not be tolerated under SBS
* Assignment once submitted to exam board is final for marking.

**PRESENTATION OF ASSIGNMENT**

* You should include a title page and list of contents.
* Use headings and sub-headings to organize your report and include supporting material in the document file.
* Number all pages sequentially.
* Any published material you refer to should be properly referenced and included in a reference list at the end of your assignment (see Plagiarism notice overleaf).

**Total Marks: \_\_\_\_\_\_\_ / 60**

**PLAGIARISM**

Plagiarism is a form of **cheating**, by representing someone else's work as your own or using someone else's work (another student or author) without acknowledging it with a reference. This is a serious breach of the Academic Regulations and will be dealt with accordingly. Students found to have plagiarised can be **excluded from the program**.

Plagiarism occurs whenever you do any of the following things without acknowledging the original source:

* Copy information from any source (including the **study guide**, books, newspapers, the internet)
* Use another person's concepts or ideas
* Summarise or paraphrase another person's work.

**How do I avoid plagiarism?**

To ensure you are not plagiarising, you must acknowledge with a reference whenever you:

* use another person's ideas, opinions or theory
* include any statistics, graphs or images that have been compiled or created by another person or organization
* Paraphrase another's written or spoken word.

**What are the penalties?**

The penalties for plagiarism are:

* Deduction of marks,
* A mark of zero for the assignment or the unit, or
* Exclusion from the program.

Plagiarism is dealt with on a case-by-case basis and the penalties will reflect the seriousness of the breach.

**Please note: claiming that you were not aware of need to reference is no excuse.**

**Answer any five (5) from the following questions. Each question carries 12 marks.**

1. The concept of “quality” has evolved to mean far more than the integrity of a manufactured product. Quality now represents a philosophy, a system of methodologies and practices, and an ongoing commitment to business excellence that encompasses all issues – and engages all individuals – within an organization. Based on the comment enumerate the evolution of awareness of quality in healthcare among the public.?
2. Quality health care is defined as “the degree to which health services for individuals and populations increase the likelihood of desired health outcomes and are consistent with current professional knowledge. According to the Institute of Medicine (IOM) report, the majority of medical errors result from faulty systems and processes, not individuals. Processes that are inefficient and variable, changing case mix of patients, health insurance, differences in provider education and experience, and numerous other factors contribute to the complexity of health. Highlight the principles that are essential for promoting Quality of care.?
3. Write down the respondents’ perception regarding the forms of redress available to them in the event of harm by healthcare in their own country or another member state.?
4. Quality management can be thought of as the process of designing and executing products and services effectively, efficiently, and economically. In this context, effectiveness primarily involves the ability of the products and services to meet or exceed customers’ expectations, while efficiency involves the ability to provide products and services without wasting any resources. Risk management is the process of identifying, addressing, prioritizing, and eliminating potential sources of failure to achieve objectives. Based on your perspective, how have risk management and quality evolved?
5. Give a detailed note on quality improvement tools in Health care?
6. For healthcare providers, there is perhaps no word that elicits as much confusion, fear and anger as “malpractice. Medical malpractice is “improper, unskilled, or negligent treatment of a patient by a physician, dentist, nurse, pharmacist, or other healthcare professional. Summarize some of the major influences that often lead to claims of malpractices?
7. Risk management is important for all types of organizations, but it's especially important in healthcare because human lives might be on the line. A good healthcare risk management plan can reduce patient health risks as well as financial and liability risks. List out - Risk management DOs and DON’Ts. ?